

## News Release

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**FOR IMMEDIATE RELEASE**

### **Delmarva Power Says Customers Must Act Now as Millions of Dollars Remain in Assistance Funds to Help Pay Energy Bills**

*Customers who may have never qualified for assistance may now qualify*

**NEWARK, Del. (March 1, 2021)** – With millions of dollars in assistance funding available for customers who may be struggling to pay their energy bill, Delmarva Power says customers need to act now to secure these essential funds while they last. Delmarva Power understands the ongoing challenges customers are facing due to the COVID-19 pandemic and is committed to helping every customer meet their energy needs.

Delmarva Power works closely with its community partners to connect customers with grants and programs like LIHEAP, the Low-Income Home Energy Assistance Program. LIHEAP provides grants in varying amounts based on a household's income size, type of fuel, and type of dwelling, with no pay back required. Customers who may have never qualified for energy assistance may now qualify based on their current financial situation. Customers in Delaware and Maryland could qualify for more than \$1,000 in assistance, just through LIHEAP alone.

- In Delaware, customers can apply for LIHEAP energy assistance by visiting the [Department of Health and Services website](#) or by calling 302-654-9295 in New Castle County, 302-674-1782 in Kent County, or 302-856-6310 in Sussex County.
- In Maryland, customers can apply for LIHEAP energy assistance through the [Department of Human Services website](#), by visiting a [Local Administering Agency](#), or by calling the Office of Home Energy Programs at 800-332-6347.

Last week, Delmarva Power employees participated virtually in LIHEAP Action Day, hosted by the National Energy and Utility Affordability Coalition. The company's employees advocated for policies that protect funding for LIHEAP by sharing stories with elected officials and policymakers that demonstrate the program's value to vulnerable households in Delaware and Maryland.

In addition to helping customers secure energy assistance, Delmarva Power offers expanded billing and payment options that include eliminating down payment/security deposit requirements, extending payment periods for balances and connecting more customers with energy assistance funds. Delmarva Power continues to reach out to customers who have fallen behind on their payments, as well as customers who may be eligible for energy assistance, through phone calls, letters, emails, social media, targeted advertising, and more. **The most important step that customers who are past due on their Delmarva Power bill can take is to contact the company at 800-375-7117 or [delmarva.com/Help](https://www.delmarva.com/Help) as soon as possible. Customers should never wait until they are in crisis to contact the company.**

Other programs supporting Delaware and Maryland customers include:

- The Good Neighbor Energy Fund – Delmarva Power works with the Salvation Army and other local organizations to offer energy assistance to [Delaware](#) and [Maryland](#) low-income customers. The fund consists of customer donations, made up of Delmarva Power customers paying \$1 over their monthly energy bill or by making a donation directly to participating non-profit organizations. Customer contributions are matched, \$1 for every \$3 collected, by Delmarva Power—up to \$70,000. Customers can learn more about the program through [delmarva.com/Help](http://delmarva.com/Help).

Other programs supporting Maryland customers include:

- The Electric Universal Service Program (EUSP) – Helps eligible customers pay for a portion of their current electric bill. Some EUSP participants may qualify for assistance with past-due electric bills as well as referrals to energy efficiency programs.
- The Utility Service Protection Program (USPP) – Designed to help low-income families during the winter season. Information for both programs can be found by visiting the [Office of Home Energy Programs](#) website.

Maryland customers will also have access to an additional \$83 million dollars in energy assistance through the RELIEF Act of 2021 that was signed by Gov. Larry Hogan last month.

Delmarva Power encourages customers who have the financial ability to help support those in need by contributing to the Good Neighbor Energy Fund or the Gift of Energy program. Learn how at [delmarva.com/Help](http://delmarva.com/Help).

To further support customers and communities across Delaware and Maryland, Delmarva Power has provided nearly \$827,000 in contributions of shareholder dollars to help those in need, including support to local emergency funds, small businesses and students impacted by the pandemic.

To learn more about Delmarva Power, visit [The Source](#), Delmarva Power’s online news room. Find additional information by visiting [delmarva.com](http://delmarva.com), on Facebook at [facebook.com/delmarvapower](https://facebook.com/delmarvapower) and on Twitter at [twitter.com/delmarvaconnect](https://twitter.com/delmarvaconnect). Delmarva Power’s mobile app is available at [delmarva.com/mobileapp](http://delmarva.com/mobileapp).

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*Delmarva Power is a unit of Exelon Corporation (Nasdaq: EXC), the nation’s leading energy provider, with approximately 10 million customers. Delmarva Power provides safe and reliable energy service to approximately 532,000 electric customers in Delaware and Maryland and approximately 136,000 natural gas customers in northern Delaware.*